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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

BOX:
PATENT APPLICATION

Commissioner for Patents
Washington, D.C. 20231

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Date of Deposit: 6/29/01

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TERESA LABADIE
(Name of person mailing paper or fee)
Teresa Labadie
Signature

Patent Application of:

SHOEMAKER, Randall D.; GRINDSTAFF, G. Michael; KOVACS, Brian A.; WEIMER, Mark L.; EASTON, Bill; GLODOWSKI, Mark R. and DOYLE, William

Invention:

CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD

Our File No.:

P00494-US-1 (11049.0013)

Sir:

Transmitted herewith for filing is a patent application of SHOEMAKER, Randall D.; GRINDSTAFF, G. Michael; KOVACS, Brian A.; WEIMER, Mark L.; EASTON, Bill; GLODOWSKI, Mark R. and DOYLE, William for a CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD.

Enclosed are the following:

1. Specification of 20 pages

2. Claims, 21 in number, 6 pages
3. Abstract of the Disclosure, 1 page
4. Drawings - 10 sheets
5. 7 Declarations signed by each of the inventors
6. Form PTO-1595 and 4 Assignments of the invention to Walker Information, (each of the seven inventors is listed on one of the Assignments) ✓
7. Information Disclosure Statement together with Form PTO-1449 and copies of patents and publications identified on said form

The filing fee is calculated below:

<u>FOR</u>	<u>NO. FILED</u>	<u>NO. EXTRA</u>	<u>RATE</u>	<u>CALCULATIONS</u>
Total				
Claims	21 - 20 =	-0- x	\$ 18.00	\$ 18.00
Independent				
Claims	3 - 3 =	-0- x	\$ 80.00	\$ -0-
[] Multiple Dependent Claims			\$270.00	\$ -0-
			Basic Fee	\$ 710.00
TOTAL OF ABOVE CALCULATIONS				\$ 728.00
[X] Reduction by ½ for filing by small entity				\$ 364.00
[X] Fee for Recording of 1 Assignment (1 x \$40.00)				\$ 40.00
TOTAL FILING FEE				\$ 404.00

FD-290 (03-99)

A check in the amount of \$404.00 is enclosed. Please charge any deficiency in fees or credit any overpayment to Account No. 09-0007.

Respectfully submitted,

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Date: 6/29/01

REF/pgf

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- Check in the amount of \$404.00
- Return Postcard

cc: Raymond S. Becker